



OTTERY ST MARY

Town Council

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BY EMAIL

Dear Mr Jupp,

I am writing to you on behalf of Ottery St Mary Town Council. As you are aware the town Post Office has been closed and reopens today in a different format with reduced services. It was extremely disappointing that a 'public consultation' was launched by Post Office Counters after the decision had been publicised that the service offered would be reduced as part of the new One Stop store operation. Residents and businesses feel that the 'public consultation' was a paper exercise and that their views will not be taken into consideration when the Post Office reopens. The Council feel it is inappropriate to reduce postal services at a time when the town is expanding, not reducing. Losing the ability to collect undelivered parcels is particularly concerning to those that do not drive and will be detrimental to the environment. There is a strong fear that this could lead to a further reduction in services available to the town. The Council would like this to be addressed. Whilst the Post Office has been closed many residents have attempted to use the West Hill Post Office which is a similar set up to that being created in Ottery. The Post Office was closed from Wednesday to Saturday last week due to staffing issues and despite communication with the Post Office directly regarding this, the hours that they advised West Hill Post Office would be open this week are incorrect. The fact that the Post Office themselves do not know rings serious alarm bells. This is all adding to the concerns of what standard of service the community will receive once the Post Office reopens.

Of particular concern is restrictions on the amount of banking that can be paid in. There are no banks in Ottery St Mary and have not been for several years. EDDC Cllr Johns has already registered interest in setting up a Banking Hub for Ottery and the Council would appreciate your support when this option is pursued.

I look forward to hearing from you.